



**SADA**

**South African Data Archive**

**Diversity Training: A Basic Evaluation, 1997**

**South African Police Service (SAPS)**

**CODEBOOK**

**SADA 0053**

As agreed upon in the signed 'User Undertaking' that accompanied data collection:

#### **BIBLIOGRAPHIC CITATION**

Any publication or other presentation based in whole or part on the data and documentation supplied by SADA must prominently use the following citation.

South African Police Service. *Diversity Training: A Basic Evaluation, 1997* [Computer file]. S0053. Pretoria, South Africa: South African Police Service [producer], 1997. Pretoria: South African Data Archive, National Research Foundation [distributor], 2000.

#### **DEPOSIT OF PUBLICATIONS**

At least one copy of any published work or report based in whole or part on the dataset will be deposited with the South African Data Archive. Please indicate the title and number of the study utilized.

#### **LIMITATION OF LIABILITY**

The Archive and the depositor of the dataset supplied to the user bear no legal responsibility for their accuracy or comprehensiveness.

POSTAL ADDRESS    South African Data Archive  
                            National Research Foundation  
                            P.O. Box 2600  
                            Pretoria  
                            0001

Telephone            +27 12 481- 4192  
Fax number           +27 12 481- 4020  
Electronic mail       sada@nrf.ac.za  
World Wide Web      <http://www.nrf.ac.za/sada>

## STUDY DESCRIPTION

**SADA 0053**

**TITLE:** Diversity Training: A Basic Evaluation

**PRINCIPAL INVESTIGATORS:**

J. Schnetler (Ed.)

H.A. Helberg (Ed.)

**DEPOSITOR:** South African Police Service

**ORGANISATION HOUSING THE DATA:**

South African Police Service

Southern Life Building

239 Pretorius Street

Pretoria , 0001

South Africa

Tel: +27 (012) 339 2160

**ABSTRACT:**

A diversity training programme was developed by the Component: In-Service and Specialised Training in an attempt to encourage a greater understanding of the diversity within the South African Police Service (SAPS). This programme aimed to empower trained members to improve the effectiveness (service delivery) of the SAPS. The programme, inter alia, also tried to address barriers to empowered inclusivity of diversities such as sexism, classism, heterosexism, ageism etc. and further aimed to enhance the dignity and self-esteem of members during the challenging time of transformation.

The objectives of this programme were seen in the context of the Constitution and correlated with the SAPS's values in terms of service delivery and quality themes. In-Service and Specialised Training identified a need for an evaluation to be done on the Diversity Programme so that the motivation for further funds from the RDP for the continuance of the programme can be facilitated. The Sub-component: Research, National Management Services was accordingly commissioned to do an evaluation survey in order to determine whether the Programme has had an impact on the perceptions/ attitudes of members who received this training in this regard.

**GEOGRAPHIC LOCATION:** South Africa

**IMPORTANT VARIABLES:**

Opinions on improved self-esteem/ confidence, cognitive understanding of themes/ concepts, change of attitude of trainees, efficiency of the Diversity Training.

**DEMOGRAPHIC VARIABLES:** age, gender, population group, rank.

**UNIVERSE :** A nationwide sample was drawn from the whole SAPS, with the exception of the Northern Cape province.

**SAMPLING:**

Non- probability sampling was used in this survey. This sampling method was used for speed, convenience and cost-effectiveness advantages.

**FIELDWORK:**

The survey was conducted during July 1997.

**METHOD OF DATA COLLECTION:**

Questionnaires were used for data collection. The questionnaire consisted of three sections. Section A consisted of biographical information, Section B contained 17 questions for personnel who at some stage attended a diversity workshop, while Section C contained 11 questions for members who did not attend a diversity workshop.

**UNITS OF OBSERVATION:** Members of the SAPS were used as units of analysis.

**EXTENT OF DATA COLLECTION**

- ❖ 1 data file in SPSS and machine-readable documentation and questionnaire.
- ❖ Number of cases : 682
- ❖ Number of records : 682
- ❖ Number of records per case : 1
- ❖ Logical record length : 80+
- ❖ Number of variables : 33
- ❖ Number of Kilobytes : 29 KB

***PUBLICATIONS:***

Schnetler, J. and Helberg, H.A. (Eds.), 1997, Diversity Training: A Basic Evaluation. South African Police Service: Division of National Standards and Management Services

**RESTRICTIONS:**

SAPS to be notified of the user's details when the dataset is requested.

# CONTENTS

## 1. INTRODUCTION

## 2. METHODOLOGY

### 2.1 Questionnaire

### 2.2 Survey method

### 2.3 Statistical analysis

## 3. FINDINGS

### 3.1 Findings on respondents who attended workshops on diversity

#### 3.1.1 Opinion on improved self-esteem/Confidence

#### 3.1.2 Opinion on the cognitive understanding of themes/Concepts

#### 3.1.3 Opinion on the change of attitude of trainees

#### 3.1.4 Opinion on the efficiency of the diversity programme

### 3.2 Findings on respondents who did not attend workshops on diversity (Control group)

## 4. RECOMMENDATIONS

## 5. ANNEXURES

ANNEXURE A Questionnaire

ANNEXURE B Cross-tabulation tables for biological variables and statements made for the respondents who attended a diversity workshop.

ANNEXURE C Cross-tabulation tables for variables and statements made for the members who did not attend a diversity workshop.

ANNEXURE D Statistical report

## INTRODUCTION

A diversity training programme has been developed by the Component: In-Service and Specialised Training in an attempt to encourage a greater understanding of the diversity within the South African Police Service (SAPS). This programme aims to empower trained members to improve the effectiveness (service delivery) of the SAPS. The programme, *inter alia*, also tries to address barriers to empowered inclusivity of diversities such as sexism, classism, hetrosexism, ageism, etc. and further aims to enhance the dignity and self-esteem of members during the challenging time of transformation. Ultimately it hopes to ensure a commitment to the values of non-discrimination, professional conduct, mutual respect and personal integrity. The environment wherein this programme (by way of workshops) takes place can be said to be of a non-judgemental, non-blaming nature where personnel are encouraged to talk honestly and perhaps thereby create a greater sense of trust and self-esteem amongst them.

The objectives of this programme can be seen in the context of the Constitution and correlates with the SAPS's values in terms of service delivery and equality themes.

In-Service and Specialised Training identified a need for an evaluation to be done on the Diversity Programme so that the motivation for further funds from the RDP for the continuance of the programme can be facilitated. The Sub-component: Research, National Management Services was accordingly commissioned to do an evaluation survey in order to determine whether the Programme has had an impact on the perceptions / attitudes of members who received training in this regard. 2

## 2. METHODOLOGY

This study took the form of a quantitative survey. A short questionnaire was distributed among respondents who participated in the Diversity Programme. Furthermore, it was felt that a conveniently selected control group who did not attend a diversity workshop would also be useful as an attempt to assess their opinions on some of the issues dealt with by diversity training, as well as determining whether there exists a need for such training. From a research point of view, it would thus mean to determine whether there was a difference between the responses of those who attended workshops on diversity and those who did not.<sup>4</sup>

### 2.1 Questionnaire

The survey was done by means of a questionnaire which was compiled by focussing on those aspects dealt with by the curriculum as well as what the programme aims to achieve. The questionnaire consisted of three sections. Section A consisted of biographical information, Section B contained 17 questions for personnel who at some stage attended a diversity workshop, while Section C contained 11 questions for members who did not attend a diversity workshop (see Annexure A).

### 2.2 Survey Method

By May 1997 approximately 98 workshops had been held countrywide, with the exception of in the Northern Cape. By this date an estimated 2 450 people (functional police officers from all ranks as well as civilian personnel at all levels) had attended workshops in diversity. In this study a non-probability sample method was used as the survey method. According to Stoker<sup>5</sup> in practice the non-probability sample method is a faster, more convenient and cost effective form of sampling. In market research surveys, where speed is of importance, preference is often given to this method of sampling.

Questionnaires were sent to the Provincial Training Managers, who oversaw the process, with instructions regarding their completion. The survey was conducted during July 1997, where after it was captured for statistical analysis. From the estimated 2 450 people who attended the workshops, 459 completed questionnaires (Section A & B) and 223 additional questionnaires (Section A & C) were completed by the conveniently selected control group. For a detailed description of the biographical variables of the total set of the data see Annexure D.

### 2.3 Statistical analysis

After the data was captured, it was defaulted and analysed by a statistician. The indexed responses were analysed by gender, age, population group and rank. According to the "Cronbach Alpha Coefficient" (inferential statistical analysis) a statistical standard norm of 0,75% is acceptable. The group of respondents who attended diversity workshops produced the strong reliable norm of 0,88% while the "control group" produced a norm of only 0,47. This low statistical norm for the control group could be ascribed to the use of the non-probability sample method.<sup>6</sup>

Only statistically significant differences of the probability value of 0,05% (accepted as statistically highly significant) are mentioned where biographical variables and questions / statements were compared. Accordingly, no statistically significant differences between gender, rank or age group could be found in both sections B and C (see Annexures B and C).

## 3. FINDINGS

Questions asked, although from a field of study which is open to broad philosophical debate, were simple and direct. Findings and conclusions in Annexure D are clear and therefore no need exists to deliberate statistical conclusions at length. Discussions in points 3.1 and 3.2 infra are aimed at a practical analysis of the given facts and of the problem posed (i.e. Is the diversity programme well received among respondents? What is the general attitude towards the themes which were dealt with? Is there an increased cognitive understanding of the themes discussed?, and



Did respondents feel that their confidence / self-esteem were improved as a result of the Diversity Programme?).

### 3.1 Findings on Respondents who attended Workshops on Diversity

Holistically, there can be no doubt that respondents are overwhelmingly positive about the influence of the workshop in general. For details about responses to each question from respondents who participated in the Diversity Programme see Annexure D, pages 7- 15.

#### 3.1 Opinion on Improved Self-esteem / Confidence

It would appear that the Diversity Programme has made a contribution towards improving members' self-esteem/confidence (especially if seen in terms of internalised stereotypes). Eighty-three per cent (83%) of the respondents agree to definitely agree that they are now more comfortable working with people who have a different culture or background than themselves than before. In support of this finding, 63% of respondents agree to definitely agree that they are also more comfortable working, travelling and living in different parts of the country as a result of the Diversity Programme. It should, however, be noted that statistically significantly less white respondents than other population groups agree that they are more comfortable working, travelling or living in different parts of the country as a result of a diversity workshop.

In addition, 74% of respondents indicated that, as a result of participating in a diversity workshop, they now feel more secure than before working around people with different values, opinions and priorities than their own. Eighty-three per cent of respondents also indicated that this workshop contributed to their ability to handle conflict emanating from diversity issues.

### 3.1.2 Opinion on the Cognitive Understanding of Themes / Concepts

On the question whether the Diversity Programme makes a contribution towards the trainees' cognitive understanding of some of the themes dealt with by the programme, respondents' reaction was mostly positive. Ninety per cent of respondents agree to definitely agree that they have a better understanding of other cultures after attending a workshop on diversity, and 88% of respondents indicated that they have a better comprehension of what racism, sexism and oppression mean as a result of having it explained to them in a diversity workshop.

On the issue of affirmative action, 72% of respondents agree to definitely agree that they understand the need for affirmative action better as a result of attending a diversity workshop. Statistically significantly less white respondents than other population groups agree that the need for affirmative action is now better understood than before attending a workshop. A further statement regarding affirmative action was also posed, namely: *"Although I realise the need for affirmative action I do not support the concept"*. Forty-four per cent disagreed to definitely disagreed to this statement (implying That they realise the need for affirmative action as well as support the concept), while 32% (again statistically significantly more white respondents) did not support affirmative action, i.e. agree to definitely agree with the statement, while 23% remained "neutral".

If it is the intention of the Diversity Programme to create a better understanding of affirmative action (among all the other objectives), one could believe that it also hopes to bring about a more positive change of attitude towards the idea of affirmative action. When a cross-tabulation (see Table 1) is done of the aforementioned responses, it is interesting to note that of the cumulative responses for both statements, thirty-nine per cent (39%) of the total sample (who attended a workshop) are of the opinion that they understand the concept of affirmative action better after attending a workshop in diversity as well as support the concept thereof. Thus, in terms of creating/improving cognitive understanding while simultaneously creating a change of attitude in this regard, the Programme was successful in 39%

of the cases. This could be regarded as a positive result bearing in mind that in the case of only 8% of the respondents did they disagree to definitely disagree to both statements.

TABLE I

<b>QUESTION 16</b> As a result of this workshop I understand the need for affirmative action better	<b>QUESTION 21</b> Although I realise the need for affirmative action I do not support the concept				
	FREQUENCY PERCENTAGE ROW% COLUMN%	DISAGREE	NEUTRAL	AGREE	TOTAL
	AGREE	84 18.67 25.77 57.53	65 14.44 19.94 63.73	177 39.33 54.29 87.62	326 72.44
	NEUTRAL	26 5.78 39.39 17.81	27 6.00 40.91 26.47	13 2.89 19.70 6.44	66 14.67
	DISAGREE	36 8.00 62.07 24.66	10 2.22 17.24 9.80	12 2.67 20.69 5.94	58 12.89
	TOTAL	146 32.44	102 22.67	202 44.89	450 100.00

### 3.1.3 Opinion on the Change of Attitude of Trainees

It is clear from the responses that respondents think their attitudes have changed as a result of participating in the Diversity Programme. Eighty-one per cent of respondents agree to definitely agree that their own attitude towards people with different cultures, gender, or race than their own, have changed positively as a result of the diversity workshop. In addition, 72% of respondents agree to definitely agree that the way they treat people with cultures different to their own has changed for the positive since they attended a workshop on diversity. Thirteen per cent of respondents disagree while a similar percentage remained "neutral". It should be noted that among the respondents who disagreed, statistically significantly more white members disagreed in this regard.

Fifty-seven per cent of respondents indicated that they might previously have treated people of different culture, gender or race than their own, insensitively as a result of not understanding their differences, although statistically significantly less white and Asian respondents agree that this was the case.

### 3.1.4 Opinion on the Efficiency of the Diversity Programme

Finally on questions relating to the effectiveness or impact of the workshops, responses were as follow:

- 71 % of respondents agree to definitely agree that the workshops contributed to the elimination of discrimination in the Police Service;
- 88% of respondents agree to definitely agree that the Diversity Programme promotes better teamwork among people of different cultures and backgrounds;
- 82% of respondents agree to definitely agree that, from their observations of the reactions of those attending the workshop, the Diversity Programme had a positive influence on them. Statistically significantly more coloured respondents than other population groups disagree in this regard;
- 82% of respondents found the things they were taught at a diversity workshop applicable in their work environment and
- 94% of respondents said (72% definitely agree) that they would recommend the workshop to other members of the Service.

### 3.2 Findings on Respondents who did not attend Workshops on Diversity (Control Group)

The idea behind the inclusion of a control group in the survey was to establish general opinions on the issues which are being addressed by the Diversity Programme in relation to the group who partook in the Programme. Given the fact that the statistical standard norm of 0,75% could not be reached for this group of respondents, it was felt that care should be taken when inferential conclusions are drawn from these statistical results. The statistics portrayed in Annexure D, pages 16 to 18 (see Table 2) on the respondents who did not participate in the Diversity

Programme, could be of significance to the reader in terms of guidelines or indications of trends.

It is perhaps noteworthy that a large number (78%) of these respondents feel that racism is still present in the Police service and that 88% think that police officers should be educated about the diversity of the people in the organisation.

TABLE 2

QUESTION FOR CONTROL GROUP		Agree – Definitely agree	Neutral	Disagree – Definitely disagree
25.	When managing people with different cultures and back-grounds one is often criticised for not being sensitive to differences.	69%	15%	11%
26.	In the SA Police Service men and women are truly treated equally.	29%	11%	58%
29.	Racism is still present in the SA Police Service.	78%	9%	12%
30.	There is mutual respect for gender, race and culture among diverse people in the Police Service.	26%	19%	53%
31.	Affirmative action leads to my personal qualities being disregarded as a result of my culture or background.	42%	20%	34%
32.	Persons of the same culture should police communities of the same culture.	41%	11%	46%
33.	Police officers in the Police Service should be educated about diversity of the people of the organisation.	88%	5%	6%

These responses link, to a certain extent, with the responses obtained from the I 996 and I 995 Internal Climate Studies of the SAPS. It is significant that 40% of respondents tested in the I 996 climate study felt discriminated against with regard to race / ethnicity. In the 1995 study, the same statement elicited a response of 42%. Also of significance in the I 996 study is the fact that 44% of respondents thought that the public does not receive equal treatment from members of the SAPS irrespective of race or ethnicity, as well as 40% of respondents who viewed affirmative action as a threat. If inferences are to be drawn from these facts it seems more probable than not, that a need for such training exists among members who have not as yet attended such a workshop.

#### 4. RECOMMENDATIONS

- 4.1 It seems apparent that members of the Police Service who participated in this Programme benefited from it. These workshops not only give those who attended a workshop a better understanding of often controversial concepts, but it also exposes members to new values such as non-discrimination and inclusivity. From a management perspective, it is therefore recommended that the Programme be continued and all members of the Service (if possible) be exposed to it.
- 4.2 The fact that statistically significantly less white respondents agree or disagree with the statements about affirmative action (paragraph 3.1.2 supra) may be an indication that this aspect of the curriculum requires some additional attention. Given the fact that a policy document on affirmative action in the SAPS has recently been produced, it could contribute to greater clarity among concerned members if more of the policy direction is included as information in the curriculum.

## ANNEXURE A

### QUESTIONNAIRE ON DIVERSITY TRAINING IN THE POLICE SERVICE

The management of the SAPS Training Division is currently piloting diversity workshops in order to increase the awareness of members of the service towards the diversity represented on our organisation. Information therefore needs to be collected in order to ascertain how you feel about certain issues.

It would be greatly appreciated if you could co-operate in giving your honest opinion on a number of statements by indicating your response with a X. Your anonymity is guaranteed and you will not be victimised for your opinion in any way.

#### SECTION A

##### BIOGRAPHICAL INFORMATION

<b>The information required here is not intended as making an unwanted distinction between groups nor to prove one group more or less tolerant of other groups or cultures.</b>					
<b>PLEASE MARK THE APPROPRIATE BLOCK WITH A X</b>					
1. GENDER	Section B	Section C	3. POPULATION GROUP	Section B	Section C
Male	70,2%	65,9%	Asian	11,5%	9,0%
Female	29,8%	32,3%	Black	37,5%	61,4%
2. AGE	Section B	Section C	Coloured	8,7%	3,1%
18-25	13,5%	6,3%	White	41,6%	25,6%
26-30	28,1%	30,0%	4. RANK	Section B	Section C
31-40	45,1%	49,3%	Snr.Supt./Dept.Dir-Comm/	5,0%	1,3%
41-50	10,9%	12,1%	Capt/SOA-Supt/Asst Dir	22,4%	14,8%
51-55	1,3%	0,4%	Constable-Inspector	62,1%	70,9%
55 and older	0,9%	0,4%	Civilian employee	9,4%	11,25

#### DIVERSITY TRAINING

The Management Training established a course to assist in increasing the understanding of diversity. A number of diversity training workshops have been held around the country. Please indicate whether you have/or have not attended such a workshop by indicating in the block below with a X.

**IF YOU HAVE ATTENDED SUCH A WORKSHOP PLEASE ANSWER QUESTION 6 TO 22 IN SECTION B. IF YOU HAVE NOT ATTENDED SUCH A WORKSHOP IN DIVERSITY PLEASE ANSWER QUESTION 23 TO 33 IN SECTION C.**

I HAVE ATTENDED A DIVERSITY WORKSHOP (QUESTION 6 TO 22)	67%
I HAVE NOT ATTENDED A DIVERSITY WORKSHOP (QUESTION 23 TO 33)	33%
CONTROL GROUP	

## **SECTION B**

### **DIVERSITY TRAINING** (ONLY FOR PEOPLE WHO ATTENDED THE WORKSHOP)

<b><i>PLEASE INDICATE YOUR ANSWER WITH A X</i></b>	<b>I DEFINITELY AGREE</b>	<b>I AGREE</b>	<b>NEUTRA L</b>	<b>I DISAGREE</b>	<b>I DEFINITELY DO NOT AGREE</b>
6. Since I attended the diversity workshop I am more <b><u>comfortable</u></b> about working with people who have a different culture and background to what I have.	46,0%	36,8 %	11,8 %	2,4%	2,6%
7. I have a better <b><u>understanding</u></b> of other cultures after attending the workshop on diversity.	49,2%	40,3 %	6,8%	2,8%	0,4%
8. I should have a better comprehension of what <b><u>racism, sexism and oppression</u></b> means as a result of having them explained to me	49,0%	38,8 %	7,6%	3,1%	0,7%
9. The police should be so <b><u>structured</u></b> that it utilises the full potential of different kinds of people.	52,3%	36,6 %	7,0%	2,6%	0,9%
10. This workshop contributed to the <b><u>elimination</u></b> of discrimination in the Police Service.	34,0%	36,8 %	17,0 %	8,1%	2,8%
11. I think the diversity programme contributes to better <b><u>teamwork</u></b> among people of different cultures and backgrounds.	48,4%	39,4 %	5,7%	4,8%	1,1%
12. I am more comfortable <b><u>working, travelling or living</u></b> in different parts of the country as a result of diversity training.	26,4%	36,4 %	23,7 %	10,0%	2,6%
13. I would <b><u>recommend</u></b> this workshop to other members of the Service.	71,5%	22,0 %	3,1%	2,8%	0,7%
14. I would say that my <b><u>own attitude</u></b> towards people with different cultures, gender or race than my own, has changes positively as a result of the diversity workshop.	37,3%	43,6 %	11,3 %	5,7%	1,3%
15. This workshop <b><u>equipped</u></b> me to handle conflict emanating from diversity issues.	34,4%	48,8 %	9,6%	4,6%	1,1%
16. As a result of this workshop I understand the need for <b><u>affirmative action</u></b> better.	34,0%	37,5 %	15,0 %	8,1%	4,8%
17. I might previously have treated people of different culture, gender or race than my own <b><u>insensitively</u></b> as a result of not	20,9%	36,2 %	19,4 %	16,1%	6,8%



understanding our differences.					
18. I <b><u>feel secure</u></b> working around people with different values, opinions and priorities than my own as a result of participating in a diversity workshop.	31,4%	42,9 %	17,0 %	6,1%	1,5%
19. From my observations of the reactions of those attending, the workshop clearly had a <b><u>positive influence</u></b> on them.	40,7%	41,0 %	11,5 %	4,1%	1,7%
20. The way I <b><u>treat</u></b> people with cultures different to my own has changed since I attended a workshop on diversity.	29,8%	42,5 %	13,3 %	10,0%	3,3%
21. Although I realise the need for affirmative action I do not <b><u>support</u></b> the concept.	15,0%	17,0 %	22,2 %	24,2%	19,8%
22. I found the things I was taught at the diversity workshop applicable in my <b><u>work environment</u></b> .	44,4%	37,3 %	10,7 %	3,3%	3,1%

**IF YOU HAVE NOT ATTENDED A DIVERSITY WORKSHOP, PLEASE TURN THE PAGE AND COMPLETE SECTION C.**

#### **SECTION C**

The Management of the SAPS values your opinion. We would like to test you on some sensitive issues in order to understand your views of the diversity of people serving in the SA Police Service. Please answer these questions honestly, if you do not want to respond to some of them indicate the NEUTRAL category. You cannot be victimised by indicating your opinion.					
<b><i>PLEASE INDICATE YOUR ANSWER WITH A X</i></b>	I DEFINITELY AGREE	I AGREE	NEUTRAL	I DISAGREE	I DEFINITELY DO NOT AGREE
23. – <b><u>Diversity</u></b> means having all similarities and differences represented at all levels of an organisation.	27,8%	46,2 %	11,2 %	6,7%	4,5%
24. As a police officer I prefer to <b><u>work together</u></b> with people with different cultures or backgrounds.	43,0%	41,3 %	9,0%	4,0%	0,9%
25. When <b><u>managing</u></b> people with different cultures and backgrounds one is often criticised for not being sensitive to differences.	18,4%	50,7 %	15,2 %	7,2%	3,6%
26. In the SA Police Service men and women are truly treated <b><u>equally</u></b> .	8,1%	21,1 %	10,8 %	37,2%	21,1%
27. I will <b><u>avoid getting involved</u></b> in lawsuits, adverse publicity or offending other people by being sensitive to cultural, gender, religious or political differences.	18,8%	42,2 %	24,2 %	8,5%	3,1%
28. My cultural heritage is <b><u>superior</u></b> to	4,0%	9,0%	21,1	36,3%	27,4%

other cultures.			%		
29. <b><u>Racism</u></b> is still present in the SA Police Service.	44,8%	33,2 %	9,0%	5,4%	6,3%
30. There is <b><u>mutual respect</u></b> for gender, race and culture among diverse people in the Police Service.	7,2%	18,8 %	19,3 %	34,5%	18,4%
31. <b><u>Affirmative action</u></b> leads to my personal qualities being disregarded as a result of my culture or background.	14,8%	27,4 %	20,2 %	24,7%	9,4%
32. Persons of the same culture should police <b><u>communities</u></b> of the same culture.	13,9%	26,9 %	10,8 %	25,1%	21,1%
33. Police officers in the Police Service should be <b><u>educated</u></b> about the diversity of the people of the organization.	45,7%	42,2 %	4,9%	2,7%	3,1%

## ANNEXURE B

### CROSS TABLES FOR BIOLOGICAL VARIABLES AND STATEMENTS MADE FOR THE MEMBERS WHO ATTENDED A DIVERSITY WORKSHOP

I am more comfortable about working with people who have a different culture and background than I have.

QB6					QB6				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%	%
GENDER									
Male	139	116	37	10	12	44	37	12	3
Female	65	51	17	1		49	38	13	1
AGE									
18-25 yrs	24	26	10	2		39	42	16	3
26-30 yrs	52	44	23	3	4	41	35	18	2
31-40 yrs	99	83	12	5	4	49	41	6	2
41-50 yrs	26	9	8	1	4	54	19	17	2
51-55 yrs-	2	4				33	67		
55+ yrs						33	33	33	
POPULATION GROUP									
Asian	30	20	3			57	38	6	
Black	89	53	1	4	10	53	32	7	2
Coloured	19	13	7	1		48	33	18	3
White	66	81	33	6	2	35	43	18	3
RANK									
Snr Supt Comm	2	7	1	1		57	33	5	5
Capt Supt	45	43	9	3	2	44	42	9	3
Const Insp	129	99	40	7	8	46	35	14	2
Civilian	18	18	4		2	43	43	10	
TOTAL	204	67	54	41	2	46	37	12	2

I have a better understanding of other cultures

QB7						QB7				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	148	128	23	12	2	47	41	7	4	
Female	72	54	8	1	-	53	40	6	1	
AGE										
18-25 yrs	28	26	3	4	1	45	42	5	6	
26-30 yrs	64	49	10	2	1	51	39	8	2	
31-40 yrs	100	80	15	7	-	50	40	7	3	
41-50 yrs	25	21	2	-	-	52	44	4	-	
51-55 yrs-	2	4	-	-	-	33	67	-	-	
55+ yrs	-	2	-	-	-	25	50	25	-	
POPULATION GROUP										
Asian	34	8	-	-	-	64	34	2	-	
Black	86	67	0	3	1	51	40	6	2	
Coloured	18	14	5	1	1	46	36	13	3	
White	82	83	83	9	-	43	44	8	5	
RANK										
Snr Supt Comm	-	9	1	1	-	50	41	5	5	
Capt Supt	54	40	4	3	-	53	40	4	3	
Const Insp	32	116	24	9	2	47	41	8	3	
Civilian	23	17	2	-	-	55	40	5	-	
TOTAL	223	82	31	3	2	49	41	7	3	

I have a better comprehension of what racism , sexism and oppression means as a result of having them explained to me.

QB8						QB8				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	50	26	23	12	2	48	40	7	4	
Female	69	49	2	2	1	52	37	9	2	
AGE										
18-25 yrs	28	23	5	6	-	46	37	9	10	
26-30 yrs	57	52	0	4	2	46	42	8	3	
31-40 yrs	3	77	17	3	1	51	38	8	1	
41-50 yrs	26	20	3	-	-	53	41	6	-	
51-55 yrs-	3	2	-	1	-	50	33	-	17	
55+ yrs	2	-	-	-	-	67	33	-	-	
POPULATION GROUP										
Asian	30	-	-	-	-	57	40	4	-	
Black		64	8	2	1	61	33	5	-	
Coloured	9	5	3	2	-	49	38	8	5	
White	70	85	22	10	2	37	45	12	5	
RANK										
Snr Supt Comm	-	6	2	-	-	52	38	10	-	
Capt Supt	46	46	8	2	-	45	45	8	2	
Const Insp	41	23	23	11	2	50	37	8	4	
Civilian	21	8	2	-	-	50	43	5	2	
TOTAL	219		35	4	8	49	39	9	3	

The police should be so structured that it utilises the full potential of different kinds of people.

QB9						QB9				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	161	116	23	8	4	52	37	7	3	
Female	74	49	8	4	-	55	36	6	3	
AGE										
18-25 yrs	30	24	3	5	-	48	39	5	8	
26-30 yrs	63	43	17	2	1	50	34	13	2	
31-40 yrs	111	75	8	6	3	66	37	4	2	
41-50 yrs	27	18	2	-	-	67	38	4	-	
51-55 yrs-	3	2	1	-	-	50	33	17	-	
55+ yrs	-	3	-	-	-	25	75	-	-	
POPULATION GROUP										
Asian	36	5	1	-	-	68	28	2	2	
Black	34	61	5	-	4	63	31	3	1	
Coloured	14	20	3	2	-	36	51	8	5	
White	81	79	22	8	-	43	42	12	4	
RANK										
Snr Supt Comm	5	7	-	-	-	68	32	-	-	
Capt Supt	60	32	8	1	1	59	31	8	1	
Const Insp	43	108	8	9	3	51	38	6	3	
Civilian	7	8	6	2	-	40	43	12	5	
TOTAL	235	65	31	2	4	53	37	7	3	

This workshop contributed to the elimination of discrimination in the Police Service

	QB10					QB10				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	113	115	50	24	10	36	37	16	8	
Female	38	53	25	13	3	29	40	19	10	
AGE										
18-25 yrs	15	26	12	9	-	24	42	19	15	
26-30 yrs	38	45	25	10	5	31	37	20	8	
31-40 yrs	75	76	29	14	7	37	38	14	7	
41-50 yrs	19	18	6	4	1	40	38	13	8	
51-55 yrs-	2	3	1	-	-	33	50	17	-	
55+ yrs	2	-	2	-	-	50	-	50	-	
POPULATION GROUP										
Asian	17	19	11	3	3	32	36	21	6	
Black	73	61	5	1	5	44	37	9	7	
Coloured	14	16	5	3	1	36	41	13	8	
White	47	72	44	20	4	25	39	24	11	
RANK										
Snr Supt Comm	6	10	3	3	-	27	45	14	14	
Capt Supt	30	34	29	4	6	29	33	28	4	
Const Insp	103	105	37	27	7	37	38	13	10	
Civilian	12	19	6	3	-	30	48	15	8	
TOTAL	161	168	75	37	13	34	38	17	8	

The diversity programme contributes to better teamwork among people of different cultures and backgrounds

	QB11					QB11				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	151	124	21	13	5	48	39	7	4	
Female	67	52	5	9	-	50	39	4	7	
AGE										
18-25 yrs	26	27	2	7	-	42	44	3	11	
26-30 yrs	59	49	11	5	1	47	39	9	4	
31-40 yrs	108	73	10	9	3	53	36	5	4	
41-50 yrs	19	24	2	1	1	40	51	4	2	
51-55 yrs-	4	2	-	-	-	67	33	-	-	
55+ yrs	2	-	-	-	-	50	25	25	-	
POPULATION GROUP										
Asian	30	32	-	-	-	57	42	2	-	
Black	104	48	8	4	3	62	29	5	2	
Coloured	17	16	2	3	-	45	42	5	8	
White	67	90	15	15	2	35	48	8	8	
RANK										
Snr Supt Comm	9	10	2	1	-	41	45	9	5	
Capt Supt	46	47	3	3	2	46	47	3	3	
Const Insp	147	96	21	15	3	52	34	7	5	
Civilian	16	23	-	3	-	38	55	-	7	
TOTAL	218	176	26	22	5	49	39	6	5	



I am more comfortable working, travelling or living in different parts of the country.

QB12						QB12				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	83	113	72	35	10	27	36	23	11	3
Female	34	51	36	10	2	26	38	27	8	2
AGE										
18-25 yrs	11	15	22	12	2	18	24	35	19	3
26-30 yrs	29	48	34	8	7	23	38	27	6	6
31-40 yrs	61	80	40	18	2	30	40	20	9	1
41-50 yrs	13	16	12	6	1	27	33	25	13	2
51-55 yrs-	1	5	-	-	-	17	83	-	-	-
55+ yrs	2	-	-	-	-	67	-	-	33	-
POPULATION GROUP										
Asian	10	27	13	2	-	19	52	25	4	-
Black	61	67	24	10	5	37	40	14	6	3
Coloured	16	8	10	5	1	40	20	25	13	3
White	30	62	61	28	6	16	33	33	15	3
RANK										
Snr Supt Comm	4	8	6	3	-	19	38	29	14	-
Capt Supt	22	41	28	8	3	22	40	27	8	3
Const Insp	80	98	63	31	9	28	35	22	11	3
Civilian	11	17	11	3	-	26	40	26	26	-
TOTAL	117	164	108	45	12	26	37	24	24	3

I would recommend this workshop to other members of the Service

QB13						QB13				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	225	65	11	11	3	71	21	3	3	
Female	97	33	3	2	-	72	24	2	1	
AGE										
18-25 yrs	41	14	1	6	-	66	23	2	10	
26-30 yrs	86	26	8	5	1	68	21	6	4	
31-40 yrs	150	45	5	2	1	74	22	2	1	
41-50 yrs	38	10	-	-	1	78	20	-	-	
51-55 yrs-	4	2	-	-	-	67	33	-	-	
55+ yrs	3	1	-	-	-	75	25	-	-	
POPULATION GROUP										
Asian	46	6	-	-	-	87	11	2	-	
Black	132	30	1	1	3	79	18	1	1	
Coloured	30	6	3	1	-	75	15	8	3	
White	114	56	9	11	-	60	29	5	6	
RANK										
Snr Supt Comm	19	2	1	-	-	86	9	5	-	
Capt Supt	77	24	-	2	-	75	23	-	2	
Const Insp	200	58	12	11	2	71	20	4	4	
Civilian	26	14	1	-	1	62	33	2	-	
TOTAL	322	98	14	13	3	72	22	3	3	

I would say my own attitude towards people of different cultures etc changed positively.

QB14						QB14				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	109	143	35	19	6	35	46	11	6	
Female	56	54	17	7	-	42	40	13	5	
AGE										
18-25 yrs	19	27	9	7	-	31	44	15	11	
26-30 yrs	46	54	19	6	1	37	43	15	5	
31-40 yrs	76	95	19	11	2	37	47	9	5	
41-50 yrs	18	20	4	2	3	38	43	9	4	
51-55 yrs-	4	1	-	-	-	80	20	-	-	
55+ yrs	2	-	1	-	-	67	-	33	-	
POPULATION GROUP										
Asian	18	28	4	3	-	34	53	8	6	
Black	69	76	13	5	3	42	46	8	3	
Coloured	14	18	5	3	-	35	45	13	8	
White	64	75	30	15	3	34	40	16	8	
RANK										
Snr Supt Comm	9	8	3	1	-	43	38	14	5	
Capt Supt	37	46	12	4	2	37	46	12	4	
Const Insp	101	126	33	191	3	36	45	12	7	
Civilian	18	17	4	2	1	43	40	10	5	
TOTAL	165	197	52	26	6	37	44	12	6	

This workshop equipped me to handle conflict emanating from diversity issues.

	QB15					QB15				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	106	155	27	17	4	34	50	9	6	
Female	46	66	17	4	1	34	49	13	3	
AGE										
18-25 yrs	17	31	7	6	-	28	51	11	10	
26-30 yrs	37	65	14	6	2	30	52	11	5	
31-40 yrs	71	102	19	7	3	35	50	9	3	
41-50 yrs	24	19	3	1	-	51	40	6	2	
51-55 yrs-	2	3	1	-	-	33	50	17	-	
55+ yrs	1	1	-	1	-	33	33	-	33	
POPULATION GROUP										
Asian	17	33	2	-	-	33	63	4	-	
Black	73	74	11	4	4	44	45	7	2	
Coloured	8	22	5	2	-	22	59	14	5	
White	54	92	26	15	1	29	49	14	8	
RANK										
Snr Supt Comm	8	11	1	1	-	38	52	5	5	
Capt Supt	35	51	11	5	-	34	50	11	5	
Const Insp	95	137	28	14	4	34	49	10	5	
Civilian	14	22	4	1	1	33	52	10	2	
TOTAL	152	221	44	21	5	34	50	10	5	

As a result of this workshop I understand the need for affirmative action better.

	QB16					QB16				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	106	113	51	27	16	34	36	16	9	
Female	44	57	17	10	6	33	43	13	7	
AGE										
18-25 yrs	11	21	16	7	6	18	34	26	11	
26-30 yrs	37	45	25	12	6	30	36	20	10	
31-40 yrs	77	85	19	16	6	38	42	9	8	
41-50 yrs	19	18	8	2	2	39	37	16	4	
51-55 yrs-	4	1	-	-	1	67	17	-	-	
55+ yrs	2	-	-	-	1	67	-	-	-	
POPULATION GROUP										
Asian	16	27	7	2	1	30	51	13	4	
Black	92	56	12	4	2	55	34	7	2	
Coloured	17	12	7	3	1	43	30	18	8	
White	25	75	42	28	18	13	40	22	15	
RANK										
Snr Supt Comm	6	9	4	2	-	29	43	19	10	
Capt Supt	33	43	13	8	6	32	42	13	8	
Const Insp	96	100	44	26	15	34	36	16	9	
Civilian	15	18	7	1	1	36	43	17	2	
TOTAL	150	170	68	37	22	34	38	15	8	

I might have treated people of different cultures etc insensitively as a result of not understanding our differences.

QB17						QB17				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	66	113	60	49	25	21	36	19	16	
Female	25	50	29	25	5	19	37	22	19	
AGE										
18-25 yrs	12	16	20	11	3	19	26	32	18	
26-30 yrs	20	54	29	17	6	16	43	23	13	
31-40 yrs	43	76	29	37	16	21	38	14	18	
41-50 yrs	13	14	10	8	4	27	29	20	16	
51-55 yrs-	2	2	1	-	1	33	33	17	-	
55+ yrs	1	1	-	1	-	33	33	-	33	
POPULATION GROUP										
Asian	5	18	24	13	3	9	34	26	25	
Black	48	70	22	17	9	29	42	13	10	
Coloured	12	14	51	7	2	30	35	13	18	
White	26	61	48	37	16	14	32	26	20	
RANK										
Snr Supt Comm	2	4	5	6	4	10	19	24	29	
Capt Supt	18	32	20	25	7	18	31	20	25	
Const Insp	61	110	56	39	17	22	39	20	14	
Civilian	10	17	8	4	2	24	41	20	10	
TOTAL	91	163	89	74	30	20	36	20	17	

I feel secure working around people with different values, opinions and priorities than my own as a result of part

QB18						QB18				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	100	128	58	20	6	32	41	19	6	2
Female	39	65	20	8	1	29	49	15	6	1
AGE										
18-25 yrs	12	28	15	6	1	19	45	24	10	2
26-30 yrs	32	63	25	3	2	26	50	20	2	2
31-40 yrs	75	82	26	16	3	37	41	13	8	1
41-50 yrs	15	18	10	3	1	32	38	21	6	2
51-55 yrs-	3	2	1	-	-	50	33	17	-	-
55+ yrs	2	-	1	-	-	67	-	33	-	-
POPULATION GROUP										
Asian	12	30	9	2	-	23	57	17	4	-
Black	70	65	19	9	4	42	38	11	5	2
Coloured	13	15	8	2	1	33	38	21	5	2
White	44	83	42	15	2	24	45	23	8	1
RANK										
Snr Supt Comm	10	7	2	2	-	48	33	10	10	
Capt Supt	29	49	17	5	1	29	49	17	5	
Const Insp	88	118	51	19	5	31	42	18	7	
Civilian	12	19	8	2	1	29	45	19	5	
TOTAL	239	293	78	28	7	31	43	18	6	

From my observations of the reactions of those attending the workshop clearly had a positive influence on them.

	QB19					QB19				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	123	136	38	12	5	39	43	12	4	
Female	58	49	15	7	3	44	37	11	5	
AGE										
18-25 yrs	22	24	10	5	1	35	39	16	8	
26-30 yrs	51	50	18	4	3	40	40	14	3	
31-40 yrs	86	86	17	8	4	43	43	8	4	
41-50 yrs	18	21	7	1	-	38	45	15	2	
51-55 yrs-	31	3	-	-	-	50	50	-	-	
55+ yrs	1	1	1	1	-	25	25	25	25	
POPULATION GROUP										
Asian	28	20	3	1	-	54	38	6	2	
Black	72	71	19	4	1	43	43	11	2	
Coloured	13	12	5	5	5	33	30	13	13	
White	68	82	26	9	2	36	44	14	5	
RANK										
Snr Supt Comm	8	10	4	-	-	36	45	18	-	
Capt Supt	41	43	11	5	2	40	42	11	5	
Const Insp	114	116	31	14	5	41	41	11	5	
Civilian	18	16	7	-	1	43	38	17	-	
TOTAL	181	185	53	19	8	41	41	12	4	



The way I treat people with cultures different to my own has changed since attended a workshop on diversity.

	QB20					QB20				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	97	129	41	31	13	31	41	13	10	
Female	35	62	20	15	2	26	46	15	11	
AGE										
18-25 yrs	18	23	7	11	3	29	37	11	18	
26-30 yrs	24	62	25	13	3	19	48	20	10	
31-40 yrs	65	87	24	20	6	32	43	12	10	
41-50 yrs	20	17	5	1	3	43	37	11	2	
51-55 yrs-	3	3	-	-	-	50	50	-	-	
55+ yrs	2	-	-	1	-	67	-	-	33	
POPULATION GROUP										
Asian	12	27	7	4	3	23	51	13	8	
Black	67	79	13	4	4	40	47	8	2	
Coloured	13	14	7	3	3	33	35	18	8	
White	40	71	34	35	5	22	38	18	19	
RANK										
Snr Supt Comm	9	4	5	2	1	43	19	24	10	
Capt Supt	24	42	18	16	1	24	42	18	16	
Const Insp	85	126	31	26	13	30	45	11	9	
Civilian	14	19	7	2	-	33	45	17	5	
TOTAL	132	191	61	46	15	30	43	14	10	

Although I realise the need for affirmative action I do not support the concept.

	QB21					QB21				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	50	48	72	72	68	16	15	23	23	2
Female	17	30	29	35	21	13	23	22	27	1
AGE										
18-25 yrs	13	17	13	12	5	22	28	22	20	-
26-30 yrs	21	20	37	26	22	17	16	29	21	1
31-40 yrs	27	33	36	53	53	13	16	18	26	2
41-50 yrs	3	5	13	16	8	7	11	29	36	1
51-55 yrs-	2	1	2	-	1	33	17	33	-	1
55+ yrs	1	2	-	-	-	33	67	-	-	-
POPULATION GROUP										
Asian	7	7	16	13	10	13	13	30	25	1
Black	17	17	28	47	55	10	10	17	29	3
Coloured	8	7	6	8	11	20	18	15	20	2
White	35	47	51	39	13	19	25	28	21	
RANK										
Snr Supt Comm	2	3	3	6	6	10	15	15	30	3
Capt Supt	14	13	28	26	20	14	13	28	26	2
Const Insp	45	51	58	66	60	16	18	21	24	2
Civilian	6	11	12	9	3	15	27	29	22	-
TOTAL	67	78	101	107	89	55	18	23	2	2

I found the things I was taught at the diversity workshop applicable in my work environment.

QB22						QB22				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	132	116	38	14	11	42	37	12	5	
Female	66	53	10	1	3	50	40	8	1	
AGE										
18-25 yrs	27	26	4	3	2	44	42	6	5	
26-30 yrs	59	43	17	2	5	47	34	13	2	
31-40 yrs	91	78	17	2	5	47	34	13	2	
41-50 yrs	17	19	7	3	1	36	40	15	6	
51-55 yrs-	2	3	1	-	-	33	50	17	-	
55+ yrs										
POPULATION GROUP										
Asian	20	31	2	-	-	38	58	4	-	
Black	88	45	16	5	11	53	27	10	3	
Coloured	19	15	3	1	2	48	38	8	3	
White	71	78	27	9	1	38	42	15	5	
RANK										
Snr Supt Comm	10	10	1	-	-	48	48	5	-	
Capt Supt	45	39	12	5	-	45	39	12	5	
Const Insp	127	102	29	10	12	45	36	10	4	
Civilian	16	18	6	-	2	38	43	14	-	
TOTAL	198	169	48	15	14	45	38	11	3	

## ANNEXURE C

### CROSS TABLES FOR BIOLOGICAL VARIABLES AND STATEMENTS MADE FOR THE MEMBERS WHO DID NOT ATTEND A DIVERSITY WORKSHOP.

Diversity means having all similarities and differences represented at all levels of an organization.

	QC23					QC23				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	40	62	19	11	7	29	45	14	8	
Female	17	38	5	3	1	27	59	8	5	
AGE										
18-25 yrs	2	8	3	-	1	14	57	21	-	
26-30 yrs	24	21	10	4	3	39	34	16	6	
31-40 yrs	22	60	7	6	4	22	61	7	6	
41-50 yrs	9	9	4	4	-	35	35	15	15	
51-55 yrs-	-	1	-	-	-	-	100	-	-	
55+ yrs	-	1	-	-	-	-	100	-	-	
POPULATION GROUP										
Asian	9	8	2	1	-	45	40	10	5	
Black	32	63	14	7	8	26	51	11	6	
Coloured	1	4	-	1	-	17	67	-	17	
White	15	25	8	5	-	28	47	15	9	
RANK										
Snr Supt Comm	-	2	-	-	-	33	67	-	-	
Capt Supt	7	14	6	4	1	22	44	19	13	
Const Insp	43	68	17	10	7	30	47	12	7	
Civilian	6	16	1	-	-	26	70	4	-	
TOTAL	57	100	24	14	8	28	49	12	7	

As a police officer I prefer to work together with people with different culture or backgrounds

QC24						QC24				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	62	62	8	9	1	44	44	6	6	
Female	32	24	11	-	1	47	35	16	-	
AGE										
18-25 yrs	7	5	2	-	-	50	36	14	-	
26-30 yrs	29	27	4	4	1	45	42	6	6	
31-40 yrs	47	45	6	4	1	46	44	6	4	
41-50 yrs	10	9	6	1	-	38	35	23	4	
51-55 yrs-	-	-	-	-	-	100	-	-	-	
55+ yrs	-	-	1	-	-	-	-	10 0	-	
POPULATION GROUP										
Asian	13	6	-	-	-	65	30	5	-	
Black	64	64	7	3	1	50	42	5	2	
Coloured	6	1	1	-	-	71	14	14	-	
White	12	25	10	6	1	22	46	19	11	
RANK										
Snr Supt Comm	3	-	-	-	-	100	-	-	-	
Capt Supt	9	19	4	1	-	27	58	12	3	
Const Insp	74	59	8	8	2	49	39	5	5	
Civilian	8	8	7	-	-	35	35	30	-	
TOTAL	104	86	19	9	2	45	41	9	4	

When managing people with different cultures and backgrounds one is often criticised for not being sensitive to differences.

QC25						QC25				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	30	71	24	10	5	21	51	17	7	
Female	10	38	9	5	2	16	59	14	8	
AGE										
18-25 yrs	5	8	1	-	-	36	57	7	-	
26-30 yrs	17	26	13	6	3	26	40	20	9	
31-40 yrs	15	58	12	8	3	16	60	13	8	
41-50 yrs	3	16	6	1	1	11	59	22	4	
51-55 yrs-	-	1	-	-	-	-	100	-	-	
55+ yrs	-	-	1	-	-	-	-	100	-	
POPULATION GROUP										
Asian	3	13	1	2	-	16	68	5	11	
Black	19	65	27	9	5	15	52	22	7	
Coloured	1	5	-	-	-	17	83	-	-	
White	17	26	5	4	2	31	48	9	7	
RANK										
Snr Supt Comm	2	1	-	-	-	67	33	-	-	
Capt Supt	1	21	5	3	1	3	68	16	10	
Const Insp	30	75	24	11	6	21	51	16	8	
Civilian	7	12	4	1	-	29	50	17	4	
TOTAL	40	109	33	15	7	20	53	16	7	

In the SA Police Service men and women are truly treated equally.

QC26						QC26				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	11	29	16	53	33	8	20	11	37	2
Female	7	13	8	29	11	10	19	12	43	1
AGE										
18-25 yrs	1	2	3	5	3	7	14	21	36	2
26-30 yrs	7	12	6	22	17	11	19	9	34	2
31-40 yrs	8	20	13	41	21	8	19	13	40	2
41-50 yrs	2	7	1	14	3	7	26	4	52	1
51-55 yrs-	-	-	1	-	-	-	-	10 0	-	-
55+ yrs	-	-	-	-	-	-	-	-	100	-
POPULATION GROUP										
Asian	-	2	3	11	4	-	10	15	55	2
Black	11	31	15	46	27	8	24	12	35	2
Coloured	1	1	1	4	-	14	14	14	57	-
White	6	8	5	21	13	11	15	9	40	2
RANK										
Snr Supt Comm	-	-	-	3	-	-	-	-	100	
Capt Supt	3	6	5	14	5	9	18	15	42	
Const Insp	14	30	17	54	35	9	20	11	36	
Civilian	1	6	2	11	4	4	25	8	46	
TOTAL	18	42	24	82	44	9	20	11	39	

I will avoid getting involved in lawsuits etc by being sensitive to cultural etc differences.

	QC27					QC27				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	24	60	42	11	5	17	42	30	8	
Female	16	31	10	7	2	24	47	15	11	
AGE										
18-25 yrs	3	4	6	1	-	21	29	43	7	
26-30 yrs	15	23	16	7	4	23	35	25	11	
31-40 yrs	18	48	22	9	3	18	48	22	9	
41-50 yrs	4	15	7	1	-	15	56	26	4	
51-55 yrs-	-	-	1	-	-	-	-	10 0	-	
55+ yrs	-	1	-	-	-	-	100	-	-	
POPULATION GROUP										
Asian	2	8	8	1	1	10	40	40	5	
Black	20	61	32	10	4	16	48	25	8	
Coloured	2	2	1	1	1	29	29	14	14	
White	16	20	11	6	1	30	37	20	11	
RANK										
Snr Supt Comm	1	-	2	-	-	33	-	67	-	
Capt Supt	5	16	9	2	1	15	48	27	6	
Const Insp	29	65	35	13	6	20	44	24	9	
Civilian	5	10	6	3	-	21	42	25	13	
TOTAL	40	91	52	18	7	19	44	25	9	



My cultural heritage is superior to other cultures.

QC28						QC28				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	5	17	26	50	45	3	12	18	35	3
Female	4	3	19	26	15	6	4	28	39	2
AGE										
18-25 yrs	-	1	3	6	4	-	7	21	43	2
26-30 yrs	2	8	10	23	21	3	13	16	36	3
31-40 yrs	7	9	22	36	29	7	9	21	35	2
41-50 yrs	-	2	8	11	6	-	7	30	41	2
51-55 yrs-	-	-	1	-	-	-	-	10 0	-	-
55+ yrs	-	-	1	-	-	-	-	10 0	-	-
POPULATION GROUP										
Asian	-	-	2	8	10	-	-	10	40	5
Black	9	14	26	48	36	5	11	20	37	2
Coloured	-	-	-	4	3	-	-	-	57	2
White	3	6	17	16	11	6	11	32	30	2
RANK										
Snr Supt Comm	-	1	1	-	1	-	33	33	-	
Capt Supt	1	2	7	16	7	3	6	21	48	
Const Insp	8	15	27	54	46	5	10	18	36	
Civilian	-	2	10	6	6	-	8	42	25	
TOTAL	9	20	45	76	60	4	10	21	36	

Racism is still present in the SA Police Service.

QC29						QC29				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	73	41	13	7	8	51	29	9	5	
Female	24	29	7	3	6	35	42	10	4	
AGE										
18-25 yrs	8	5	1	-	-	57	36	7	-	
26-30 yrs	33	16	6	5	5	51	25	9	8	
31-40 yrs	47	39	8	3	6	46	38	8	3	
41-50 yrs	9	9	4	2	3	33	33	15	7	
51-55 yrs-	-	1	-	-	-	-	100	-	-	
55+ yrs	-	-	1	-	-	-	-	100	-	
POPULATION GROUP										
Asian	13	6	-	-	1	65	30	-	-	
Black	64	43	12	5	5	50	33	9	4	
Coloured	4	1	-	1	1	57	14	-	14	
White	16	20	8	4	7	29	36	15	7	
RANK										
Snr Supt Comm	2	-	-	1	-	67	-	-	33	
Capt Supt	7	15	5	4	2	21	45	15	12	
Const Insp	84	44	11	4	7	56	29	7	3	
Civilian	4	11	4	1	5	16	44	16	4	
TOTAL	97	70	20	10	14	46	33	9	5	

There is mutual respect for gender, race and culture among diverse people in the SA Police Service.

QC30						QC30				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	12	29	30	43	28	8	20	21	30	
Female	4	12	11	31	10	6	18	16	46	
AGE										
18-25 yrs	2	1	3	6	3	14	-	21	43	
26-30 yrs	3	11	15	22	14	5	17	23	34	
31-40 yrs	11	21	20	32	18	11	21	20	31	
41-50 yrs	-	9	3	12	3	-	33	11	44	
51-55 yrs-	-	-	-	1	-	-	-	-	100	
55+ yrs	-	-	-	1	-	-	-	-	100	
POPULATION GROUP										
Asian	2	3	7	6	2	10	15	35	30	
Black	11	27	24	42	25	9	21	19	33	
Coloured	2	1	2	1	1	29	14	29	14	
White	1	10	8	25	10	2	19	15	46	
RANK										
Snr Supt Comm	-	-	-	3	-	-	-	-	100	
Capt Supt	2	9	8	9	5	6	27	24	27	
Const Insp	12	28	30	50	30	8	19	20	33	
Civilian	2	4	3	12	3	8	17	13	50	
TOTAL	16	41	41	74	38	8	20	20	35	

Affirmative action leads to my personal qualities being disregarded as a result of my culture or background.

	QC31					QC31				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	25	36	34	31	16	18	25	24	22	
Female	7	22	10	21	4	11	34	16	33	
AGE										
18-25 yrs	5	3	4	1	1	36	21	29	7	
26-30 yrs	11	16	10	19	8	17	25	16	30	
31-40 yrs	13	32	23	25	6	1	32	23	25	
41-50 yrs	3	5	7	7	5	11	19	26	26	
51-55 yrs-	-	1	-	-	-	-	100	-	-	
55+ yrs	-	1	-	-	-	-	100	-	-	
POPULATION GROUP										
Asian	2	5	8	4	1	10	25	40	20	
Black	11	39	24	36	15	9	31	19	29	
Coloured	2	2	2	1	-	29	29	29	14	
White	17	12	10	11	4	31	22	19	20	
RANK										
Snr Supt Comm	-	1	-	1	1	-	33	-	33	
Capt Supt	8	4	9	10	2	24	12	27	30	
Const Insp	21	45	33	36	13	14	30	22	24	
Civilian	3	8	2	5	4	14	36	9	23	
TOTAL	32	58	44	52	20	16	28	21	25	

Persons of the same culture should police communities of the same culture.

QC32						QC32				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	25	32	17	34	33	18	23	12	24	23
Female	4	25	7	20	12	6	37	10	29	18
AGE										
18-25 yrs	3	1	3	3	3	23	8	23	23	23
26-30 yrs	14	17	7	15	12	22	26	11	23	18
31-40 yrs	10	31	8	30	24	10	30	8	29	23
41-50 yrs	2	6	6	6	6	8	23	23	23	23
51-55 yrs-	-	1	-	-	-	-	100	-	-	-
55+ yrs	-	1	-	-	-	-	100	-	-	-
POPULATION GROUP										
Asian	2	4	2	6	5	11	21	11	32	26
Black	13	32	14	37	34	10	25	11	28	26
Coloured	1	3	-	2	1	14	43	-	29	14
White	13	18	8	9	5	25	34	15	17	9
RANK										
Snr Supt Comm	-	1	-	2		-	33	-	67	-
Capt Supt	1	8	5	11	7	3	25	16	34	22
Const Insp	26	39	16	34	35	17	26	11	23	23
Civilian	2	9	3	7	3	8	38	13	29	13
TOTAL	29	57	24	54	45	14	27	11	26	22

Police officers in the Police Service should be educated about the diversity of people in the organisation.

QC33						QC33				
	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree	Defini tely agree	Agree	Neu- tral	Dis- agree	Defini tely not agree
	Num- ber	Num- ber	Num- ber	Num- ber	Num- ber	%	%	%		
GENDER										
Male	68	63	6	3	3	48	44	4	2	
Female	31	26	4	3	4	46	38	6	4	
AGE										
18-25 yrs	8	6	-	-	-	57	43	-	-	
26-30 yrs	36	22	3	3	1	55	34	5	5	
31-40 yrs	44	47	4	2	6	43	46	4	2	
41-50 yrs	10	13	3	1	-	37	48	11	4	
51-55 yrs-	-	1	-	-	-	-	100	-	-	
55+ yrs	1	-	-	-	-	100	-	-	-	
POPULATION GROUP										
Asian	13	7	-	-	-	65	35	-	-	
Black	57	58	4	6	5	44	45	3	5	
Coloured	2	5	-	-	-	29	71	-	-	
White	27	19	6	-	2	50	35	11	-	
RANK										
Snr Supt Comm	2	1	-	-	-	67	33	-	-	
Capt Supt	14	15	2	1	1	42	45	6	3	
Const Insp	73	62	5	5	6	48	41	3	3	
Civilian	10	11	3	-	-	42	46	13	-	
TOTAL	99	89	10	6	7	47	42	5	3	

**ANNEXURE D**

**DIVERSITY TRAINING IN THE SA  
POLICE SERVICE**

**10 AUGUST 1997**

Prepared for J. Schnetler

By Ronel van der Merwe  
Information Systems  
Tel: 421-0073/083 2713113

# INDEX

## 1. Introduction

### 1.1 Data evaluation

### 1.2 Programs

## 2. Statistical analysis

### 2.1 Descriptive statistical analysis

### 2.2 Inferential statistical analysis

#### 2.2.1 Gender

#### 2.2.2 Age groups

#### 2.2.3 Population groups

#### 2.2.4 Rank groups

## 3. Conclusions

### 3.1 Empirical conclusions

### 3.2 Statistical conclusions

### 3.3 General

## ANNEXURE A

## ANNEXURE B



# **1. INTRODUCTION**

The management of the SAPS training Division established a course to assist in increasing the understanding of diversity. A number of diversity training workshops have been held around the country. The purpose of this project is to analyse a questionnaire on Diversity Training in the SAPS to ascertain how the members feel about certain issues. This project was handed to me by Mr J. Schnetler of National Standards and Management Services. He approached me, to do the statistical analysis of the questionnaire that was completed by SAPS members who have attended a diversity workshop and a control group (SAPS members who didn't attend a diversity training workshop).

The work that had been done is as follows:

- Drawing up of the questionnaire on a DBF file for data input purposes.
- Writing statistical programs in SAS to analyse the data.
- The statistical analysis.
- Writing of this report.

## **1.1 Data evaluation**

The DBF data file is translated to SAS data files. When there is no response by a respondent on a question the program in DBF format replace the no response value with a zero. A SAS program is drawn up to evaluate these zero values as missing values. Because of this, the number of responses will differ for each question.

A frequency analysis and a check on this analysis were performed on each variable to determine whether the information is correct. The assumption is made that the missing values on each question are either some respondents who didn't know what to answer or respondents who didn't want to answer or information was not applicable on the respondents. During the analysis these missing values are not taken into consideration.

## **1.2 Programs**

The following program procedures were written in SAS to do the statistical analysis:

- PROC DBF

The translation from a DBF data file to a SAS data file.

- PROC FREQ/Chi square

The evaluation of each variable and the testing whether there were differences in the biographical groups for each question asked.

- PROC TABULATE

## 2. Statistical analysis

There were 682 questionnaires completed of which 459 attended a diversity training workshop and 223 who didn't. In total (the members who attended a diversity workshop and members who didn't) of the 682 members who completed the questionnaire 69% were male and 31% were female. The age distribution is as follows:

- 11% in the age group 18-25 years
- 29% in the age group 26-30 years
- 46% in the age group 31-40 years
- 11% in the age group 41-50 years
- 1% in the age group 51-55 years
- 1% in the age group 55 and more years
- 1% didn't indicate their age group

For the population grouping 36% were white and 7% coloured. 11% were Asian and 45% were black and 1% did not indicate their population group. The rank distribution was as follows:

4% Senior Superintendent to Commissioner  
 20% Captain to Superintendent  
 65% Constable to Inspector  
 10% Civilians and  
 1% didn't indicate their rank

### 2.1 Descriptive statistical analysis

In table 2.1.1 the biographical variables of the total set are described by their frequency distribution and the percentage responded in each group.

**Table 2.1.1 Descriptive statistics for biographical variables (Total sample)**

Biographical variables	Group	Frequency	Percentage
Gender	Male	468	68.8
	Female	209	30.6
	Unknown	4	0.6
Age	18-25 years	76	11.1
	26-30 years	196	28.7
	31-40 years	317	46.5
	41-50 years	77	11.3
	51-55 years	7	1.0
	55+ years	5	0.7
	Unknown	4	0.6
Population groups	Asian	73	10.7

	Black	309	45.3
	Coloured	47	6.9
	White	248	36.4
	Unknown	5	0.7

Ranks			
	Snr Supt-Comm	26	3.8
	Capt-Supt	136	19.9
	Const-Insp	443	65.0
	Civilian	68	10.0
	Unknown	9	1.3

In tables 2.1.2 and 2.1.3 the biographical variables of the members who attended a diversity workshop and the control group (members who didn't attend a diversity workshop) are described separately by their frequency distribution and the percentage responded in each group.

**Table 2.1.2 Descriptive statistics for biographical variables (Members who attended a diversity workshop)**

Biographical variables	Group	Frequency	Percentage
Gender	Male	322	70.2
	Female	137	29.8
	Unknown	0	0.0
Age	18-25 years	62	13.528
	26-30 years	129	1
	31-40 years	207	45.1
	41-50 years	50	10.9
	51-55 years	6	1.3
	55+ years	4	0.9
	Unknown	1	0.2
Population groups	Asian	53	11.5
	Black	172	37.5
	Coloured	40	8.7
	White	191	41.6
	Unknown	3	0.7
Ranks	Snr Supt-Comm	23	5.0
	Capt-Supt	103	22.4
	Const-Insp	285	62.1
	Civilian	43	9.4
	Unknown	5	1.1

**Table 2.1.3 Descriptive statistics for biographical variables (Members who didn't attend a diversity workshop)**

Biographical variables	Group	Frequency	Percentage
Gender	Male	147	65.9
	Female	72	32.3
	Unknown	4	1.8
Age	18-25 years	14	6.3
	26-30 years	67	30.0
	31-40 years	110	49.3
	41-50 years	27	12.1
	51-55 years	1	0.4
	55+ years	1	0.4
	Unknown	3	1.3
Population groups	Asian	20	9.0
	Black	137	61.4
	Coloured	70	3.1
	White	57	25.6
	Unknown	2	0.9
Ranks	Snr Supt-Comm	3	1.3
	Capt-Supt	33	14.8
	Const-Insp	158	70.9
	Civilian	25	11.2
	Unknown	4	1.8

When statistical analyses are performed and conclusions are made from it, it should be remembered that in some cases the number of responses is too small for certain groupings (for example in the case of age groups, there were only 5 responses for the 55+ age group) to do valid statistical testing. Thus, you must be careful to make any recommendations from it.

The descriptive statistics for the questions asked of the members are given in table 2.1.4. It should be noted that in paragraph 2.2 there are statistical differences in the biographical groups in connection with certain questions and when conclusions are drawn on the total sample this should be taken into consideration. It is statistically correct to perform these tests for differences first before groups can be added together to give totals.

Questions	Group	Frequency	Percentage
Section B: (Members who attended a diversity workshop)			
6 Since I attended the diversity workshop I am more comfortable about working with people who have a different culture and background to what I have.	Unknown	2	0.4
	I definitely agree	211	46.0
	I agree	169	36.8
	Neutral	54	11.8
	I disagree	11	2.4
	A definitely disagree	12	2.6
7 I have better understanding of other cultures after attending the workshop on diversity.	Unknown	2	0.4
	I definitely agree	226	49.2
	I agree	185	40.3
	Neutral	31	6.8
	I disagree	13	2.8
	I definitely disagree	2	0.4
8 I have a better comprehension of what racism, sexism and oppression means as a result of having them explained to me.	Unknown	4	0.9
	I definitely agree	225	49.0
	I agree	178	38.8
	Neutral	35	7.6
	I disagree	14	3.1
	I definitely disagree	3	0.7
9 The police should be so structured that			

it utilises the full potential of different kinds of people.	Unknown	3	0.7
	I definitely agree	240	52.3
	I agree	168	36.6
	Neutral	32	7.0
	I disagree	12	2.6
	I definitely disagree	4	0.9
10 This workshop contributed to the elimination of discrimination in the Police Service.	Unknown	6	1.3
	I definitely agree	156	34.0
	I agree	169	36.8
	Neutral	78	17.0
	I disagree	87	8.1
	I definitely disagree	13	2.8

Questions	Group	Frequency	Percentage
11 I think the diversity program contributes to better teamwork among people of different cultures and backgrounds.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	3 222 181 26 22 5	0.7 48.4 39.4 5.7 4.8 1.1
12 I am more comfortable working, travelling or living in different parts of the country as a result of diversity training.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	4 121 167 109 46 12	0.9 26.4 36.4 23.7 10.0 2.6
13 I would recommend this workshop to other members of the Service.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	0 328 101 14 13 3	0.0 71.5 22.9 3.1 2.8 0.7
14 I would say that my own attitude towards people with different cultures, gender or race than my own has changed positively as a result of the diversity workshop.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	4 171 200 52 26 6	0.9 37.3 43.6 11.3 5.7 1.3
15 This workshop equipped me to handle conflict emanating from diversity issues.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	7 158 224 44 21 5	1.5 34.4 48.8 9.6 4.6 1.1

16 As a result of this workshop I understand the need for affirmative action better.			
	Unknown	3	0.7
	I definitely agree	156	34.0
	I agree	172	37.5
	Neutral	69	15.0
	I disagree	37	8.1
	I definitely disagree	22	4.8



Questions	Group	Frequency	Percentage
17 I might previously have treated people of different culture, gender or race than my own insensitively as a result of not understanding out differences.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	3 96 166 89 74 31	0.7 20.7 36.2 19.4 16.1 6.8
18 I feel secure working around people with different values, opinions and priorities than my own as a result participating in a diversity workshop.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	5 144 197 78 28 7	1.1 31.4 42.9 17.0 6.1 1.5
19 From my observations of the reactions of those attending the workshop clearly had a positive influence on them.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	4 187 188 53 19 8	0.9 40.7 41.0 11.5 4.1 1.7
20 The way I treat people with different cultures to my own has changed since I attended a workshop on diversity.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	5 137 195 61 46 15	1.1 29.8 42.5 13.3 10.0 3.3
21 Although I realise the need for affirmative action I do not support the concept.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	8 69 78 102 111 91	1.7 15.0 17.0 22.2 24.2 19.8

22 I found the things I was taught at the diversity workshop applicable in my work environment.			
	Unknown	6	1.3
	I definitely agree	204	44.4
	I agree	171	37.3
	Neutral	49	10.7
	I disagree	15	3.3
	I definitely disagree	14	3.1

Questions	Group	Frequency	Percentage
23 Diversity means having all similarities and differences represented at all levels of an organisation.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	10 62 103 25 15 8	4.5 27.8 47.2 11.2 6.7 4.5
24 As a police officer I prefer to work together with people with different cultures or backgrounds.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	4 96 92 20 9 2	1.8 43.0 41.3 9.0 4.0 0.9
25 When managing people with different cultures and backgrounds is often criticised for not being sensitive to differences.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	11 41 113 34 16 8	4.9 18.4 50.7 15.2 7.2 3.6
26 In the SA Police Service men and women are truly treated equally.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	4 18 47 24 83 47	1.8 8.1 21.1 10.8 37.2 21.1
28 My cultural heritage is superior to other cultures.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	5 9 20 47 81 61	2.2 4.0 9.0 21.1 36.3 27.4
29 Racism is still present in the SA Police Service.	Unknown	3	1.3

I definitely agree	100	44.8
I agree	74	33.2
Neutral	20	9.0
I disagree	12	5.4
I definitely disagree	14	6.3

Questions	Group	Frequency	Percentage
30 There is mutual respect for gender, race and culture among diverse people in the Police Service.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	4 16 42 43 77 41	1.8 7.2 18.2 19.3 34.5 18.4
31 Affirmative action leads to my personal qualities being disregarded as a result of my culture or background.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	8 33 61 45 55 21	3.6 14.8 27.4 20.2 24.7 9.4
32 Persons of the same culture should police communities of the same culture.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	5 31 60 24 56 47	2.2 13.9 26.9 10.8 15.1 21.1
33 Police offenders in the Police Service should be educated about diversity of the people of the organisation.	Unknown I definitely agree I agree Neutral I disagree I definitely disagree	3 102 94 11 6 7	1.3 45.7 42.2 4.9 2.7 3.1

## Section B: Members who attended a diversity workshop.

- 2.1.1 Question 6: eighty-two percent of the respondents agreed too definitely agreed that they are more comfortable about working with people who have a different culture and background than they have, since attending the diversity workshop. Only 5% disagreed too definitely disagreed.
- 2.1.2 Question 7: Ninety percent of the respondents agreed too definitely agreed that they have a better understanding of other cultures after attending the workshop of diversity.

- 2.1.3 Question 8: Eighty-eight percent of the respondents agreed too definitely agreed that they have a better comprehension of what racism, sexism and oppression mean as result of having them explained to them
- 2.1.4 Question 9: eighty-two percent of the respondents agreed too definitely agreed that the police should be structured that it utilises the full potential of different kinds of people.
- 2.1.5 Question 10: Seventy-one percent of the respondents agreed too definitely agreed that the workshop contributed to the elimination of discrimination in the Police Service.
- 2.1.6 Question 11: Eighty-eight percent of the respondents agreed too definitely agreed that the diversity program contributes to better teamwork among people of different cultures and backgrounds.
- 2.1.7 Question 12: Sixty-three percent of the respondents agreed too definitely agreed that they are more comfortable working, travelling or living in different parts of the country as a result of diversity training and 12% disagreed too definitely disagreed. There was a high percentage (24%) of neutral respondents.
- 2.1.8 Question 13: Ninety-four percent of the respondents would recommend this workshop to other members of the Service. Only 4% wouldn't.
- 2.1.9 Question 14: Eighty-one percent of the respondents agreed too definitely agreed that their attitude towards people of different cultures, gender or race, has changed positively as a result of the diversity workshop.
- 2.1.10 Question 15: Eighty-three percent of the respondents agreed too definitely agreed that the workshop equipped them to handle conflict emanating from diversity issues.
- 2.1.11 Question 16: Seventy-two percent of the respondents agreed too definitely agreed that as a result of this workshop, they understand the need of affirmative action better.
- 2.1.12 Question 17: Fifth-seven percent of the respondents felt that they might previously have treated people of different culture, gender or race than their own, insensitively as a result of not understanding their differences and 23% disagreed too definitely disagreed on this statement.
- 2.1.13 Question 18: Seventy-four percent of the respondents agreed too definitely agreed that they felt secure working around people of different values, opinions and priorities than their own as a result of participating in a diversity workshop.
- 2.1.14 Question 19: eighty-two percent of the respondents agreed too definitely agreed that from their observations of the reactions of those attending, the workshop clearly had a positive influence on them
- 2.1.15 Question 20: Seventy-two percent of the respondents agreed too definitely agreed that the way they treat people of different cultures to their own, have changed since they attended a workshop on diversity.

- 2.1.16 Question 21: Thirty-two percent of the respondents agreed too definitely agreed that although they realise the need for affirmative action, they do not support the concept and 44% disagreed too definitely disagreed.
- 2.1.17 Question 22: Eighty-two percent of the respondents agreed too definitely agreed that they found the things they were taught at the diversity workshop applicable in their work environment.

### **Section C: Members who didn't attend a diversity workshop.**

- 2.1.18 Question 23: Seventy-four percent of the respondents agreed too definitely agreed that diversity means having all similarities and differences represented at all levels of an organisation.
- 2.1.19 Question 24: eighty-four percent of the respondents agreed too definitely agreed that as a police officer they prefer to work together with people with different cultures or backgrounds.
- 2.1.20 Question 25: Sixty-nine percent of the respondents agreed too definitely agreed that when managing people of different cultures and backgrounds one is often criticised for not being sensitive to differences.
- 2.1.21 Question 26: Only twenty-nine percent of the respondents agreed too definitely agreed that in the SAPS men and women are truly treated equally.
- 2.1.22 Question 27: Sixty-one percent of the respondents agreed too definitely agreed that they would avoid getting involved in lawsuits, adverse publicity or offending people being sensitive to cultural, gender, religious or political differences.
- 2.1.23 Question 28: Only thirteen percent of the respondents agreed too definitely agreed that their cultural heritage is superior to other cultures.
- 2.1.24 Question 29: Seventy-eight percent of the respondents agreed too definitely agreed that racism is still present in the SAPS.
- 2.1.25 Question 30: Only twenty-six percent of the respondents agreed too definitely agreed that there is mutual respect for gender, race and culture among diverse people in the SAPS.
- 2.1.26 Question 31: Forty-two percent of the respondents agreed too definitely agreed that affirmative action leads to their personal qualities being disregarded as a result of their culture and background.
- 2.1.27 Question 32: Forty-one percent of the respondents agreed too definitely agreed that persons of the same culture should police communities of the same culture.
- 2.1.28 Question 33: Eighty-nine percent of the respondents agreed too definitely agreed that police officers in the SAPS should be educated about diversity of the people in the organisation.

## 2.2 Inferential Statistical analysis

The Cronbach Coefficient Alpha was calculated for all the variables who attended the diversity workshop (section B) and it indicated a very strong reliability of 0.882984, whilst for the members who didn't attend a diversity workshop (section C) the reliability was only 0.478574. A value of 0.75 is acceptable. Cross analyses of biographical variables versus statements are given in Annexure A (members attended a diversity workshop) and Annexure B (members who didn't attend a diversity workshop).

Comparisons were made between biographical variables and the questions and statements. Only statistically significant differences of the probability value of 0.05 are mentioned in this paragraph.

### 2.2.1 Gender

There were no statistical significant differences between the genders for section B and section C.

### 2.2.2 Age groups

There were no statistical significant differences between the age groups for section B and section C.

### 2.2.3 Population groups

In table 2.2.1 the statistical difference with respect to population groups for questions 12, 17, 19, 20 and 21 are given. This difference should be taken note of. There should also be taken note of the fact that the number of community members who were coloured (6) was insignificant for statistical testing in section C. Thus, the comparisons for section C don't take coloureds into account.

**Table 2.2.1 Statistical differences in population groups.**

Questions		Percentage			P-value
Section B: (Members who attended a diversity workshop)					
12 I am more comfortable working, travelling or living in different parts of the country as a result of diversity training.		Agree	Neutral	Disagree	0.05***
	Asian	71.2	25.0	3.8	
	Black	77.3	14.0	8.7	
	Coloured	60.0	25.0	15.0	
	White	49.5	32.4	18.1	
16 As a result of this workshop I understand the need for affirmative action.		Agree	Neutral	Disagree	0.05***
	Asian	81.1	13.2	5.7	



	Black	89.5	7.0	3.5	
	Coloured	72.5	17.5	10.0	
	White	53.4	22.2	24.3	
17 I might previously have treated people of different culture, gender or race than my own insensitively as a result of not understanding our differences.		<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	0.05***
	Asian	43.4	26.4	30.2	
	Black	71.9	12.9	15.2	
	Coloured	65.0	12.5	22.5	
	White	46.6	25.4	28.0	
19 From my observations of the reactions of those attending the workshop clearly had a positive influence on him.		<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	0.05***
	Asian	92.3	5.8		
	Black	86.0	11.0		
	Coloured	65.0	12.5		
	White	80.3	13.8		

Questions		Percentage			P-value
20 The way I treat people with different cultures to my own has changed since I attended a workshop on diversity.		Agree	Neutral	Disagree	0.05***
	Asian	73.6	13.2	13.2	
	Black	87.8	7.6	4.6	
	Coloured	67.5	17.5	15.0	
	White	60.2	18.3	21.5	
21. Although I realise the need for affirmative action, I do not support the concept.		Agree	Neutral	Disagree	0.05***
	Asian	26.4	30.2	43.4	
	Black	21.3	17.2	61.5	
	Coloured	37.5	15.0	47.5	
	White	44.1	27.4	28.5	

2.2.3.1 Question 12: Statistically significant less white members agree that they are more comfortable working, travelling or living in different parts of the country as a result of diversity training, than the other population groups.

2.2.3.2 question 16: Statistically significant less white members agree that as a result of this workshop they understand the need for affirmative action better than the other population groups.

2.2.3.3 Question 17: Statistically significant less Asian and white members agree that they might have previously treated people of different culture, gender or race than their own insensitively as a result of not understanding their differences, than the other population groups.

2.2.3.4 Question 19: Statistically significant more coloured members disagree that from their observation of the reactions of those attending the workshop that it had clearly a positive influence on them, than the other population groups.

2.2.3.5 Question 20: Statistically significant more white members disagree that the way they treated people with different cultures than their own, has changed since attending a workshop on diversity, than the other population groups.

2.2.3.6 Question 21: Statistically significant more white members agree that although they realise the need for affirmative action they don't support the concept, than the other population groups.

#### 2.2.4 RANK GROUPS

There were no statistical significant differences between the rank groups.

## **3. Conclusions**

### **3.1 Empirical conclusions**

By looking at the different questions for the total sample the following conclusions can be made:

The majority of the members who attended a diversity workshop agree too definitely agreed to statements six to twenty-two. For statement 12 and 17 there was a high incidence of neutral answers and 21 more disagreed than agreed.

The majority of the members who didn't attend a diversity workshop agreed too definitely agreed to statements 23, 24, 25, 27, 29 and 33. For statements 26, 28 and 30 the majority disagreed. Statement 31 and 32 were more evenly distributed between agree and disagree.

### **3.2 Statistical conclusions**

There were significant differences in population groups for some of the questions. These significant differences are discussed in detail in paragraph 2.2. In total for all questions asked it seemed that:

Fewer white members who attended a diversity workshop agree on statements 12, 16 and 17 than in the other population groups. Fewer coloureds agreed on statement 19 and more whites disagreed on statement 20 and 21.

### **3.3 General**

In total it seemed that the diversity training program has a positive influence on the issues addressed in this study. The only concern was the reliability of the control group. It seems that when a different sample is to be taken, a different answer may occur.